

STATE OF CALIFORNIA

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Date: April 28, 2003

LEAVE ACCOUNTING LETTER # 03-013

To: All Agencies/Campuses in the California Leave Accounting System (CLAS)

From: JOHN R. HARRIGAN, Chief
Personnel/Payroll Services Division

Re: TELEPHONE SURVEY

This is to request your assistance and participation in a telephone follow-up survey that will be conducted by the CLAS staff during the week of May 5-9, 2003. The purpose of this survey is to clarify various comments and suggestions received during the CLAS 2002 Customer Satisfaction Survey.

The Customer Satisfaction Survey conducted in October 2002, focused on how well the CLAS was satisfying customer needs in the areas of Program Performance, Professionalism, Communication, and Training. The survey results and related comments/suggestions provided an excellent tool for identifying improvement opportunities. However, some of the comments/suggestions did not provide sufficient detail to understand the problem and associated need. As such, we are conducting a follow-up telephone survey to clarify the following:

Is there a need for the CLAS to distinguish between approved dock and unapproved dock? If so, why?

Usage Only benefits, such as Administrative Time Off, Jury Duty and Family Medical Leave Act, are displayed on employee's Earning Statements/Direct Deposit Advices and annual Employee Statement of Leave Information. Should all Usage Only benefits continue to be displayed? If not, why and what benefits should be suppressed from printing?

Accruals are posted on the 8th workday. Should this date be changed? If so, why and to what date?

The CLAS provides three reports, the Leave Activity and Balance, Benefit Over Maximum and Compensating Time Off Aging Reports. Are these reports meeting your needs? If not, why and what suggestions do you have for improvement?

Does the annual Employee Statement of Leave Information meet

your and your employees' needs? If not, why and what are your suggestions for improvement?

Are you satisfied with the Accrued, Earned and Usage Only benefits tracked on the CLAS? If not, why and what benefits would you like to see added?

Does the CLAS Manual and Workbook satisfy your reference needs? If not, why and what are your suggestions for improvement?

Do you have access to the CLAS web site? If yes, does the web site meet your CLAS informational needs? If not, why and what are your suggestions for improvement?

In October 2002, a CLAS Needs Assessment process was implemented to identify department/campus training needs. Do you feel this process has better enabled the CLAS trainers to respond to your training needs? If not, why and what are your suggestions for improvement?

Do you have any comments/suggestions involving the CLAS?

To facilitate the survey process, only the CLAS department/CSU campus contacts will be called for responses to the above questions. Please ensure that the responses provided represent the needs of all CLAS users within a given department/campus.

Your participation in this follow-up survey is greatly appreciated and will help guide us to those areas where we can enhance our customer service level. Should you have questions regarding this letter, please contact the Leave Accounting Liaison Unit at (916) 327-0756.

JRH:de